

Telephone Instructions

Auto Dial

The ***AUTO DIAL*** button is one that is programmed into a key. Some of you may have this button (or several buttons) programmed on the phone by the IS Dept.

To store an *AUTO DIAL* number:

- 1) Without lifting the handset, press the ***AUTO DIAL*** button
- 2) Dial the number
- 3) Press the ***AUTO DIAL*** button again

To use the *AUTO DIAL* button:

- 1) Lift the handset and press the programmed ***AUTO DIAL*** button.

Conference Calls

To set up a conference call:

- 1) While on a call, press ***CONFERENCE***. The other party is on hold and you hear a dial tone
- 2) ***DIAL*** the next number to add to the conference. When the call is answered, you may talk privately with the person before they join the conference
- 3) Press ***CONFERENCE*** again to join all callers
**Continue with these steps to add more to the conference call.*

Forwarding Calls

To forward all calls:

- 1) Press the **FORWARD** key
- 2) **DIAL** the number that you want to forward the call to. (4666 is voicemail)
- 3) Press the **FORWARD** key

To cancel Call Forward:

- 1) Press the **FORWARD** key

To reinstate Call Forward to the same number:

- 1) Press the forward key twice

To forward calls to a different number you will follow the steps to forward a call.

Hands Free

To answer a call using handsfree:

- 1) Press **HANDSFREE** key or press a **DN** key. Do not pick up the handset

To switch from the handset to handsfree:

- 1) Press **HANDSFREE** and replace the handset

Transferring Calls

To transfer a call:

- 1) While on a call, press **TRANSFER**. The other party is on hold and you hear a dial tone.
- 2) **DIAL** the number that you want to transfer the call to
- 3) Press **TRANSFER** again, either when you hear ringing, or after you talk privately to the person you are transferring the call to

Voicemail Instructions

HELP

You can get help at any time while using Voice Messaging. The help is context-sensitive. This means that when you press the help key, you are told which commands are available for the feature.

To get help while using Voice Messaging press:

- * General help
- 7* Message command help
- 8* Mailbox command help

LOGGING IN

Logging in means accessing your mailbox in the Voice Messaging system so that you can play your messages and use all the other Voice Messaging features. You can log in from any touch tone phone.

Voice Messaging access number: **Internal 4666 External 634-4666**

Some phones are equipped with a message key

- 1) Enter the Voice Messaging access number (or message key)
- 2) Enter your mailbox number, then press #
- 3) Enter your password, then press #

CHANGE PASSWORD

If you need a password reset contact the IS department. Once we have reset the password you will need to do the following:

- 1) While logged into Voice Messaging press 8, then 4
- 2) Enter the old password followed by # (this will be the password given to you by IS)
- 3) Enter the new password, then press #
**Password may be from 4 to 16 numbers or letters, except the characters # and **
- 4) Enter new password again, then press

RECORD A GREETING

While logged into Voice Messaging, press 8, then 2

- 1) Press 1 for external greeting
Press 2 for internal greeting
Press 3 for temporary greeting
**If you want to hear the current greeting, press 2*
- 2) Press 5 to record
- 3) Press # to end the recording
- 4) To play the greeting you recorded, press 2
**To rerecord press 5, then # to end*
- 5) To exit press 4

Temporary greeting

- 1) To set the expiry date for your temporary greeting, press 9
- 2) Enter month followed by #
- 3) Enter day followed by #
- 4) Enter day followed by #
**For the current month or day, press # only. For the standard expiration time of 12:01 a.m. with any future date, press # for time. Pressing ### sets no expiration*
- 5) To exit, press 4

Personal Verification

- 1) While logged into Voice Messaging press 8, then 9
- 2) Press 5 to record
- 3) Press # to end the recording

ASSIGNING A CUSTOM OPERATOR

You can set up your mailbox to connect to another number. This allows you to offer your callers the option of leaving a message or speaking to one of your assistants or colleagues.

In your greeting you can tell callers to press zero after the tone if they wish to speak to someone in your absence.

- 1) While logged to Voice Messaging press 8, the 0 for mailbox options
- 2) Press 1 to change the number
- 3) Enter the new custom operator number, followed by #

PLAYING MESSAGES

To Play Messages:

- 1) Press 2 to play the message
 - To go to the next message, press 6
 - To go to the previous message, press 4
 - To go to a specific message press 8,6 (message number), followed by #
 - To delete a message press 7, then 6
- *You can restore a deleted message (within the current session only) by pressing 7, then 6 again.*

EXPRESS MESSAGING

Express messaging allows you to forward the caller to another user's voicemail.

Express messaging number: **4669**

- 1) While the caller is on the phone, press TRANSFER
- 2) Enter **4669**
- 3) Enter the number of the voicemail box you want to send them to, followed by #